



**Medpoint Pharmacy LLC
Refunds and Returns Policy
October 2023**

This refunds and returns policy ("policy") will help you understand how Medpoint Pharmacy LLC ("us", "we", "our") conducts sales. We reserve the right to change this policy at any given time, of which you will be promptly updated. If you want to make sure that you are up to date with the latest changes, we advise you to frequently visit this page.

How we Provide Our Products

We provide prescriptions and other products on an individual basis. As a result, all sales are final. You should note the following about our process.

- Your order usually begins with a prescription from a licensed prescriber.
- We charge you upon ordering drugs or other ingredients for your prescription.
- Drugs and other ingredients are usually in our shop on a next-day basis.
- It usually takes us another day to prepare your order. So, orders are typically ready for pickup, delivery, or mail within 48 hours of your order.

Why We Don't Provide Refunds or Exchanges

We order drugs and prepare compounded preparations specific to your prescription. These cannot be reshelfed and/or resold to others. By law, once a prescription has left the pharmacy it may not be returned for resale. If we made an error in filling your prescription, we will refund your costs. This is the only exception to our refund policy. In addition, please note we are not responsible for:

- Errors made by the prescriber when ordering your prescription.
- Your failure to pick up or otherwise take possession of a prescription in a timely manner.
- Dissatisfaction with a medication due to chosen flavor, side effects, or efficacy.
- Errors made by you or the prescriber when calling in refills.

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